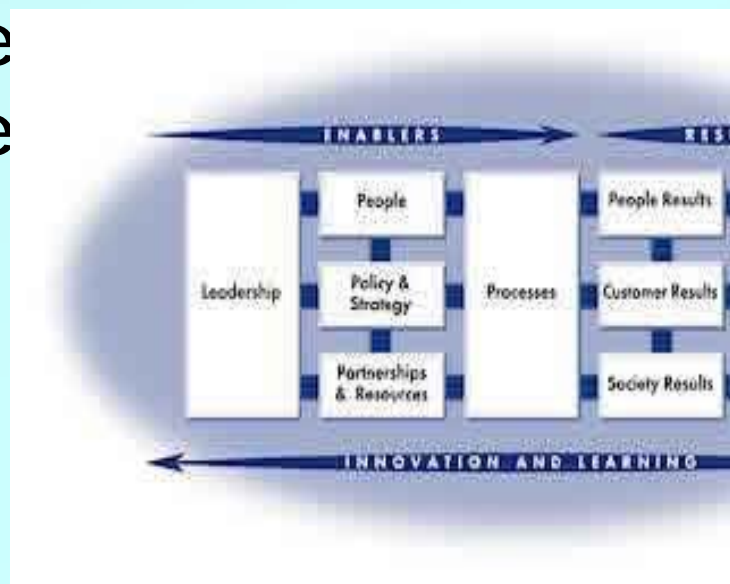


citizen. The public agents must provide efficiency on services offers. The focus in management in public services must be in rules and procedures, produce more information, provide responsive, sympathetic



version of a process of

Self Assessment based in EFQM

Quality Manag



Information

and documentation -

